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# Survey Results from the Department of the Navy Family Support Conference



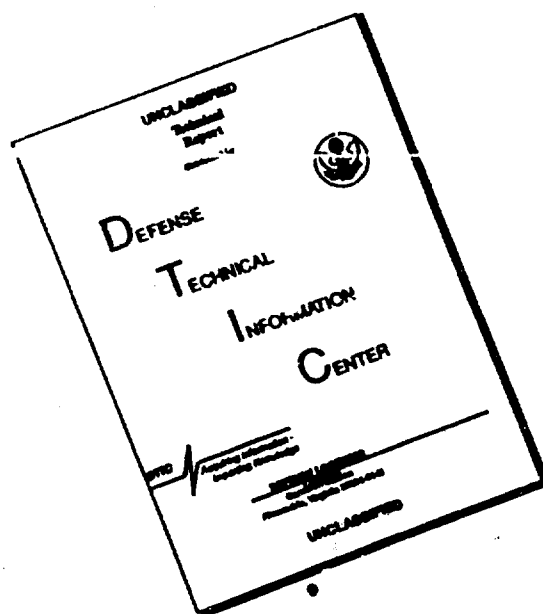
Gerry L. Wilcove  
Elyse W. Kerce

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**Navy Personnel Research and  
Development Center  
San Diego, California 92152-6800**

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August 1991

**Survey Results From the Department of  
the Navy Family Support Conference**

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13. ABSTRACT (Maximum 200 words) The Navy Personnel Research and Development Center was requested to survey attendees at the 1988 Department of the Navy Family Support Conference and to analyze survey results. One purpose of this survey was to solicit opinions on the issues that will confront Navy and Marine Corps families in the year 2000. A second purpose was to solicit evaluations of family support services so that effective services could be differentiated from ineffective ones. According to survey respondents, the top five areas of concern in the year 2000 will focus on quality of life, family support, care of aging parents, needs of the child, and spouse employment. Respondents favorably evaluated family support programs, particularly Family Service Center (FSC) Counseling, FSC Information and Referral Services, the Ombudsman Network, Family Member Employment Assistance, and Deployment Support Programs.				
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## FOREWORD

This effort was performed under reimbursable work unit WR55110 with Operations and Maintenance Navy Funding and sponsored by the Chief of Naval Personnel (PERS-66). The report presents the results of a survey, Family Support Services in the Year 2000, administered to a sample of attendees of the Department of the Navy Family Support Conference in November 1988. The survey was offered in both computerized and paper-and-pencil versions. Preliminary results of the computerized version were presented at the final session of the conference.

In FY90, funds were received to analyze survey data in more depth. This report represents the product of that effort. Point of contact on this report is Dr. Gerry Wilcove, AUTOVON 553-9120 or commercial (619) 553-9120 or Dr. Elyse Kerce, AUTOVON 553-7606 or commercial (619) 553-7606.

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# EXECUTIVE SUMMARY

## Background

Marking the 10th anniversary of the Navy's Family Support Program, the 1988 Department of the Navy Family Support Conference was convened to establish family support goals and strategies for the future, to align family support with future needs of operational commands, and to increase awareness of the role of family programs in support of the Navy and Marine Corps missions. The conference, sponsored by the Deputy Assistant Secretary of the Navy (Force Support and Families), was attended by flag officers, representatives of operational commands, ombudsmen and other family members, field and headquarters staff of family support programs, and representatives of federal departments other than the Department of Defense.

The Navy Personnel Research and Development Center was requested to conduct a survey of conference attendees and analyze the results. In keeping with the futuristic theme of the conference, the survey used new computerized methods of data collection and analysis, which made it possible to provide participants with preliminary results during the closing session of the conference. In FY90, funds were received to analyze survey data in more depth. This report represents the product of that effort.

## Survey Procedures

A computerized version of the survey served as the main tool for eliciting the opinions of conference attendees. A total of 79 questions were used to examine attendees' opinions in four areas concerned with future family issues. A paper-and-pencil survey, asking respondents to evaluate existing family support programs, was also administered.

## Findings

1. According to survey respondents, primary areas of concern for military families in the future will be focused around the following five areas:

a. **Quality of Life:** Assuring that the quality of life for military families is comparable to that of civilian families, and promoting a sense of community among military families.

b. **Family Support Services:** In particular, expanding family support services for single parents and all new parents, providing more

financial counseling, and helping family members to better understand the job of the service member by providing additional information to families.

c. **Care of Aging Parents:** Expected to be an issue of increased concern to more military families in the future.

d. **Needs of Children:** Concern about the education and mental health of Navy children.

e. **Spouse Employment:** A growing concern as the number of working women continues to increase. In comparison, survey respondents attached less importance to the issues of PCS moves, military housing, family violence, and drug abuse for the year 2000.

2. Counseling programs and programs providing direct services to family members (e.g., child care, employment assistance, and recreation programs) were assigned higher funding priority by survey respondents for the year 2000 than programs dedicated to information dissemination/education or those related to deployment and a mobile lifestyle.

3. Respondents proposed that deployment workshops be conducted a minimum of 60 days prior to deployment. Forty-five percent viewed corresponding with the sponsor as the most effective preparation for overseas assignment, while 27 percent viewed the Welcome Aboard Package as the most effective preparation.

4. More respondents (49%) thought that child care resources should be concentrated on Child Development Centers rather than the Family Home Care Program, which was favored by 25 percent.

5. Respondents favorably evaluated Family Service Centers, the Ombudsman Network, Family Member Employment Assistance, and Deployment Support programs. Respondents less favorably evaluated Housing Referral Services, Relocation Assistance, the Sponsor Program, the Family Home Care Program, and the Overseas Transfer Information Service. Respondents generally agreed that family support programs have an impact on mission readiness and quality of life.

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# Survey Results from the Department of the Navy Family Support Conference

## INTRODUCTION

### Problem

During periods of rapid political and social changes, the difficulty in accurately predicting future family needs increases. Family Support Program managers wished to call upon the experience and expertise of attendees at the 1988 Department of the Navy (DoN) Family Support Conference, soliciting their opinions about the issues that will confront military families over the next decade and beyond.

### Background

Marking the 10th anniversary of the Navy's Family Support Program, the 1988 DoN Family Support Conference was convened to establish family support goals and strategies for the future, to align family support with future needs of operational commands, and to increase awareness of the role of family programs in support of the Navy and Marine Corps missions. The conference, sponsored by the Deputy Assistant Secretary of the Navy (Force Support and Families) was attended by flag officers, representatives of operational commands, ombudsmen and other family members, field and headquarters staff of family support programs, and representatives of federal departments other than the Department of Defense.

The Navy Personnel Research and Development Center (NAVPERSRANCEN) was requested to survey conference attendees and to analyze survey results.

### Objective

The objectives of the analyses presented in this report were to identify the important issues that will face the military family in the year 2000 and to help evaluate the quality of existing family support programs.

## APPROACH

A computerized survey, particularly suited to the futuristic theme, was administered at the conference. A paper-and-pencil (P&P) version was also available for those who did not wish to use the interactive computer survey. Both versions included items in four topic areas:

- Major issues that will affect military families in the year 2000.
- Family support funding priorities over the next decade.
- Strategies for meeting future needs of military families and enhancing their quality of life.
- The expected impact of various factors on recruitment, readiness, and the decision to reenlist or to voluntarily separate in the year 2000.

Additional items concerning the quality of existing family support programs were contained in the P&P supplement to the computerized survey (Items 81 through 125). Appendix A is a copy of the complete P&P survey.

Items related to existing family support programs were developed with the help of program staff to satisfy their need for specific kinds of information. Items dealing with the future were developed from the futurist literature, which identified projected trends, and with input from program and military leaders.

### Survey Description

Both the computerized and P&P versions of the survey contained 79 items related to the future needs of military families. Fifty-one of the "future need" items were concerned with the issues (e.g., family violence, care of aging parents, or spouse employment) that might impact military families in the year 2000. Table 1 presents these issues, the thrust of the items, and the number of items used to measure an issue. Because some items were related to two issues, the number shown in the table exceeds 51.

In an item concerning future funding priorities, survey respondents were asked to assign year 2000 resource dollars among four program groups. Respondents were also presented with nine possible solutions to problems, many of them derived from new technology, and asked if they believed those solutions to be a good idea.

Respondents were also asked to indicate which factors would have an impact in the future on recruitment and readiness, and on reenlistment and separation decisions.

Forty-five items contained in the P&P supplement were related to existing family support services and issues. These fell into three categories: (1) those soliciting information (e.g., "How much command time is devoted each week to your members' financial problems?"); (2) those soliciting an opinion (e.g., "To what extent do you agree or disagree that a good sponsor program is the best way to acclimatize reporting personnel and their family to a new duty station?"); and (3) those asking respondents for an evaluation (e.g., the 14 family-related programs or services such as Child

Development Centers and Deployment Support Programs).

### Data Collection

Twenty-five personal computers were arranged in a room set aside for survey administration and staffed by NAVPERSRANDCEN personnel. A user-friendly program guided respondents through the survey, presenting one item at a time, and responses were recorded instantaneously. To limit the time respondents spent on the computer, questions about existing support services were presented in the P&P supplement. Respondents were provided with the supplement as they left, and encouraged to complete that portion and deposit it in containers provided.

### Analysis

Percentages and means were calculated for individual items and for groups of items. Groups of items were termed "areas," and an overall mean was computed for each area. Means and percentages were examined to see if they varied according to the background of the individual (e.g., civilian or military personnel). Only those background results that were considered noteworthy are presented in this report. Means and percentages were also examined to determine if they differed by type of survey (i.e., computerized versus P&P). Multiple regression was used to understand which individual programs contributed most to respondents' evaluation of family support programs overall.

Appendix B provides additional technical details on the procedures and analyses that characterized the study.

**Table 1****Possible Issues Facing the Military Family in the Year 2000:  
Information on Survey Items**

Issue	Thrust	Number of Items
Threat from terrorism	Vulnerability on overseas tours, during leisure activities, in living quarters outside Continental United States	6
Family violence	Spouse abuse, child abuse, domestic violence	3
Needs of the child	Mental health, educational needs, child care, guidance for single parents	6
Relocation	Expected frequency and the reasons, prevalency of homesteading	3
Need for government housing	Greater demand for government housing, for civilian housing, civilian housing costs	4
Increased family stress	Family separation, stress management programs, general family stress increases	5
Quality of life	Civilian-military comparisons, parent-adolescent relationships, increased medical coverage	5
Support for family	Single-parent services, information and referral services, family counseling services	8
Health	Pollution, AIDS, epidemics	4
Policy changes	Joint-service programs, transition to civilian realm, world-wide assignability, the draft	4
Aging parent care	Scope of problem, family housing requirements	2
Equal opportunity	Sexual harassment, assimilation of minorities	2
Substance abuse	Use of new drugs, alcohol abuse	2
Spouse employment	Two-worker families, job qualifications of spouses	2
Miscellaneous	Cultural adaptation required for overseas duty, greater cooperation among nations regarding crisis preparation	2

## RESULTS

### Description of Survey Participants and Response Rate

Of the 1,070 people who registered for the conference, 692 (64.7%) participated in the survey. This report summarizes the responses of those individuals.<sup>1</sup> Of the total number participating in the survey, 361 completed the section concerned with the future needs of military families, 298 completed both the section concerned with future needs and the section evaluating existing programs, and 33 completed only the section concerned with existing programs. Each of these groups of individuals are broken down in Table 2 according to whether they completed only the P&P version of the survey (251 individuals), the computerized version for some items and the P&P version for other items (100 individuals), or the computerized version alone (341 individuals).

A total of 441 individuals completed the computerized version of the survey (the

aforementioned 341 individuals, plus the 100 who took parts of both versions). Figure 1 shows the distribution of the 441 individuals among military and civilian groups. As shown, there were more military than civilian participants, and among military personnel, Navy respondents outnumbered those from the Marine Corps by a considerable margin. Figure 2 indicates the distribution of civilian respondents in various categories.<sup>2</sup>

Appendix C provides additional information about the sample.

### Type of Survey Administration

Responses on the 79 items common to the computerized and P&P surveys were compared to determine if results varied by type of administration. Because type of survey administration was found to produce different results on only two of the 79 items, it was concluded that survey results were virtually the same for both types of administration.

<sup>1</sup>Since these individuals were not selected randomly, their responses should not necessarily be taken as representative of all conference attendees.

<sup>2</sup>Comparable statistics to Figures 1 and 2 were unavailable for individuals completing only the P&P version.

**Table 2**  
**Number of Survey Respondents by Topic Area**  
**and Method of Administration**

Method of Administration	Topic Area			Totals
	Future Needs Only	Future Needs and Program Evaluations	Program Evaluations Only	
Paper-and-pencil only	20	198	33	251
Computerized for some items, paper-and-pencil for others	0	100 <sup>a</sup>	0	100
Computerized alone	341	0	0	341
Totals	361	298	33	692

<sup>a</sup>Completed computerized version for future need items and paper-and-pencil version for program evaluation items.

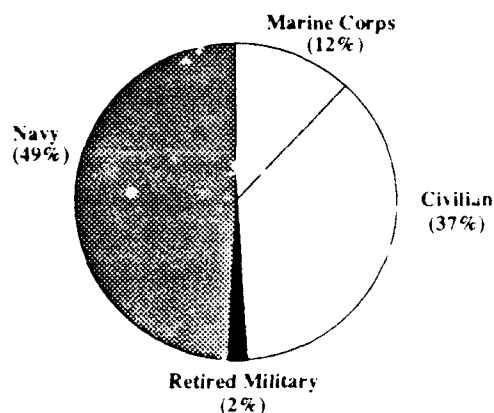


Figure 1. Military/Civilian distribution of 441 individuals completing computerized survey.

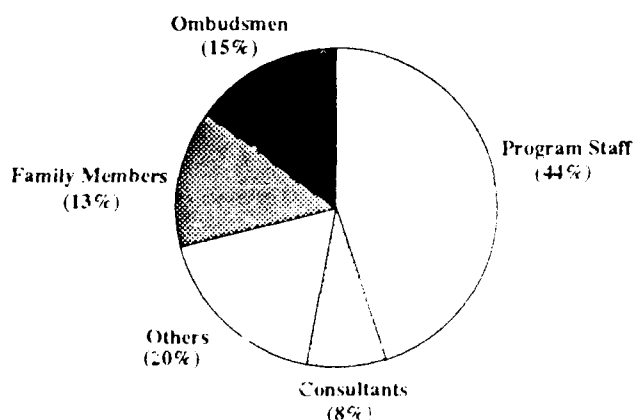


Figure 2. Distribution of 164 civilians completing computerized survey.

## Future Issues

### Policy Goals and Personnel Conditions

On a scale from 1 (strongly disagree) to 7 (strongly agree), survey participants were asked to respond to 51 statements describing future situations related to policies or personnel conditions. Means were computed for both individual items and for groups of items combined into an issue scale.<sup>3</sup> Higher means, reflecting stronger agreement, imply that the situation or

problem described will be relevant for military families in the year 2000.

Figure 3 presents the mean for each issue area, and shows that the five most important issue areas will be (1) quality of life, (2) support services for the family, (3) care of elderly parents, (4) needs of children, and (5) spouse employment. When responses were analyzed by demographic group (e.g., military versus civilian), the five top issues were unchanged.

Results of an item by item analysis are presented in Table 3, with items categorized as either policy goals or personnel conditions. The table gives some examples of specific situations and whether or not they were expected to occur by the year 2000. The table then indicates whether a broader issue area would need to be addressed.

Among policy goals with which respondents were most likely to agree were assuring a quality of life for military families comparable to that of civilian families and enhancing a sense of community among Navy and Marine Corps families. Respondents did not agree with a health policy that would concentrate on controlling epidemics rather than wellness programs.

As shown in Table 3, respondents expected that more families will be responsible for aging parents in the future. They agreed with the idea that homesteading would become more common and fewer permanent change-of-station (PCS) moves would be scheduled; in short, that relocation would not be a major issue.

Only minor differences by respondent groups were found for particular items (not shown in Table 3). For example, among civilians, family members and ombudsmen were more likely to believe that there would be increased demand for military housing than were program staff and consultants (respective means of 6.2 and 5.6). Among military respondents, commanding officers (COs) agreed

<sup>3</sup>Details of item grouping and scale construction are contained in Appendix B.

Relevance of Issue Area	Mean	Issue Area
Strongly feel it will be relevant	7.0	
	..	
	..	
	..	
Feel it will be relevant	6.0	
	5.9	Quality of life issues
	5.8	Family support
	5.7	
	5.6	
	5.5	Care of aging parents
	5.4	
	5.3	Needs of the child
	5.2	
	5.1	Spouse employment
Mildly feel it will be relevant	5.0	Family stress
	4.9	Terrorist threat
	4.8	Equal opportunity
	4.7	
	4.6	Health concerns
	4.5	{ Family violence
		{ Drug abuse
		{ Policy changes
	4.4	Need for military housing
	4.3	
	4.2	
	4.1	
Neutral feeling	4.0	
	..	
	..	
	..	
Mildly feel it will be irrelevant	3.0	
	2.9	
	2.8	
	2.7	Relocation frequency
	2.6	
	2.5	
	2.4	
	2.3	
	2.2	
	2.1	
Feel it will be irrelevant	2.0	
	..	
	..	
	..	
Strongly feel it will be irrelevant	1.0	

Figure 3. General opinions of 644 individuals regarding issue areas in the year 2000.

**Table 3****Future Situations: Expectations and the Need to Address Broader Issue Areas**

Expected (E) or Unexpected (U)	Means	Need to Address Issue Area (Yes or No)
<b>Future Situations</b>		
<b>Policy Goals</b>		
To assure military families quality of life comparable to civilian families (E)	6.2	Quality of life (Yes)
To enhance a sense of community among Navy families (E)	6.1	Quality of life (Yes) Family support (Yes)
To provide support services to all new parents (E)	6.0	Family support (Yes)
To concentrate more on controlling epidemics, less on wellness programs (U)	2.6	Health (No)
<b>Personnel Conditions</b>		
More families will be responsible for aging parents (E)	6.0	Aging parent care (Yes)
More military spouses will be staying at home (U)	2.0	Spouse employment (Yes)
Greater demand for services to support single parents (E)	6.0	Family support (Yes)
Demand for expanded medical coverage (E)	6.0	Quality of life (Yes)
Homesteading will be common (E)	5.0	Relocation (No)
Fewer PCS moves will be scheduled (E)	5.6	Relocation (No)

Note. PCS = permanent change of station.

less frequently with the statement that civilian housing would be more desirable than military housing in the future than did the group composed of command master chiefs and sergeant majors (respective means of 4.1 and 4.7).

### Strategies and Technologies

Several items were included in the survey primarily to encourage attendees to think about the creative application of new technologies. Each of the technological proposals was endorsed by a majority of respondents. Most popular was the idea of forwarding videotaped messages from members of deployed commands to be played at home for groups of family members as a way of improving morale and contributing to a sense of community. Sixty-six percent of the respondents said they would enthusiastically support the idea and another 29 percent would support it with some reservations. Two-thirds of the sample thought it would be extremely helpful if all military housing offices were tied together via a computer network, while 26 percent thought such a strategy would probably be helpful.

Other strategies proposed included the creation of a billet at each command to be tasked with responsibility for crisis-response training and disaster preparedness, and the establishment of a banking system with automatic paycheck deposit and ATM access on all ships and stations. Sixty-eight percent of those who expressed an opinion were in favor of creating a special billet for crisis management. Approximately 77 percent of survey participants believed the proposed banking system would make deployment and/or relocation easier or somewhat easier for military families.

Some research has suggested that sex education programs may substantially reduce unwanted pregnancies among military personnel. Survey respondents were asked how such training could best be provided. The most popular response, selected by 35 percent, was that it should be offered as part of General Military Training. Twenty-four percent thought it should be handled by someone at

a medical facility, and 22 percent favored a Family Service Center (FSC) staff person to provide this training.

### Funding Priorities

Respondents were asked how they would distribute resource dollars in the year 2000 among four different program groups:

- Counseling programs, including marital, child, family, drug/alcohol, and marriage enrichment.
- Programs dealing directly with family members (e.g., child care, employment assistance, and recreation programs).
- Programs addressing concerns of deployment and a mobile lifestyle (deployment support, relocation, etc.).
- Information dissemination and education programs of all types.

Figure 4 indicates the average allocation to each program group expressed as a percent of total dollar resources.

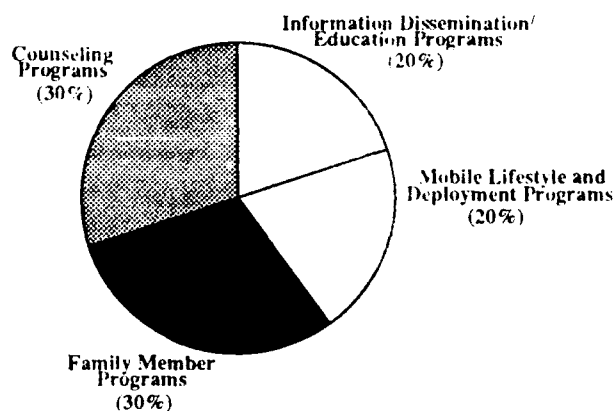


Figure 4. Opinions of 618 individuals regarding funding priorities for program types in the year 2000.



## Factors Impacting Reenlistment and Separation Decisions

Survey participants were asked to rate eight factors on the impact they would have on reenlistment and voluntary separations in the year 2000. These respondents believed that health care benefits would have the greatest impact on decisions to reenlist, while pay would be the most important factor in separation decisions. Family separation was also projected to be a primary factor in these two decisions. Training and education

opportunities were felt to be the least important considerations in both reenlistment and separation decisions. Figure 5 shows the rated importance of all factors for both types of decisions.

## Recruitment and Readiness

When asked to speculate on which of seven issues would influence recruitment in the year 2000, 41 percent of survey participants believed that training and education opportunities would have the greatest impact. Another 27 percent

Retention Decision	Mean	Separation Decision
	5.0	
	4.9	
	4.8	
	4.7	
	4.6	
	4.5	
Health care benefits	4.4	
Pay	4.3	
Retirement benefits	4.2	Pay
	4.1	Family separations
Family separations	4.0	Health care benefits
Child care	3.9	
Spouse employment	3.8	Retirement benefits
Housing quality/availability	3.7	
Training/education opportunity	3.6	Child care
	3.5	Spouse employment
	3.4	Housing quality/availability
	3.3	Training/education opportunity
	3.2	
	3.1	
	3.0	
	..	
	..	
	..	
	2.0	
	..	
	..	
	..	
	1.0	

Notes: 1. The number of individuals completing these items was 665.

2. Means were calculated on the basis of the following numeric coding: 1 = of no importance, 2 = of some importance, 3 = important, 4 = very important, 5 = extremely important.

**Figure 5. Anticipated impact of factors on reenlistment and separation decisions in the year 2000.**

thought that economic and political situations would be the deciding factors.

The survey also examined opinions regarding which factors would have the greatest impact on future readiness. A total of 22 percent cited declining retention rates; 20 percent, inadequate training for billet requirements; 18 percent, declining recruit pool; and 14 percent, motivational levels. Care of dependent children, substance abuse, marital problems, or deployment schedules were expected to have much less impact on readiness than the other factors mentioned.

### Existing Family Support Services

In the final section of the P&P survey, participants provided information and evaluations related to existing family support programs. Items were both general and specific to individual programs.

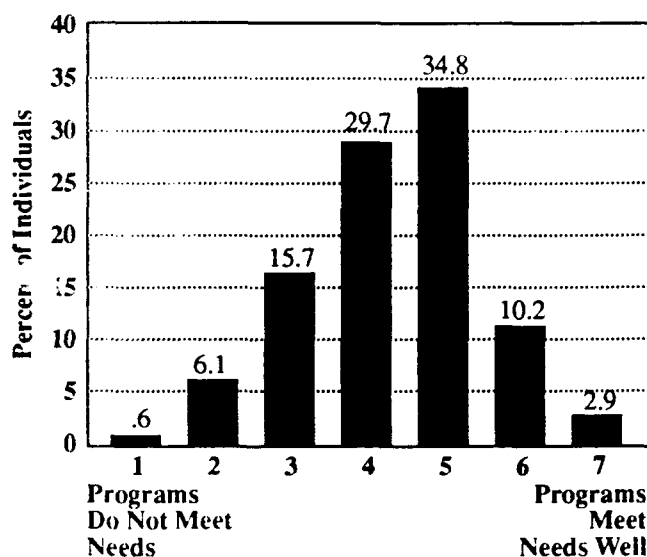
#### Overall Issues

Approximately 40 percent of survey participants stated that the local base CO should provide resources for family programs. Major claimant/Fleet Marine Forces and Headquarters were each selected by 19 percent as the appropriate provider of resources. More participants (33%) selected the chain of command, in preference to the Ombudsman Network (27%), or military publications (14%) as the best way to inform military personnel and their families of the support services available to them.

Figure 6 indicates the distribution of responses to a survey item that asked participants to rate, on a scale from 1 (do not meet needs) to 7 (meet needs well), how well existing family support programs were meeting the needs of Navy families. The resulting sample mean of 4.3 fell approximately at the midpoint of the scale.

#### Financial Difficulties and Counseling

Eighty-six percent of survey participants believed that service members' financial problems had at least some effect on readiness while 49



**Figure 6. Opinions concerning how well family support programs meet needs of Navy families.**

percent estimated that the proportion of members with bad debts and/or bankruptcies was increasing. The majority of military respondents stated that from 6 to 10 hours command time per week were devoted to members' financial problems.

About half the military personnel taking the survey reported that their commands had a financial counselor, 30 percent reported that there was no financial counselor at their command, and 20 percent did not know. However, 62 percent stated that members were counseled on their financial responsibility for the support of dependents.

#### Relocation and Deployment

It was the opinion of survey participants that a good sponsor program is the best way to acclimatize reporting personnel and the family to a new duty station, and that there should be a mandatory stateside sponsor program along the guidelines of the overseas sponsor program. Item means were 6.0 and 5.9, respectively, on a 7-point scale where 1 represents strongly disagree and 7 equals strongly agree. In a related item, respondents agreed that the Continental United States Temporary Lodging Expense should be

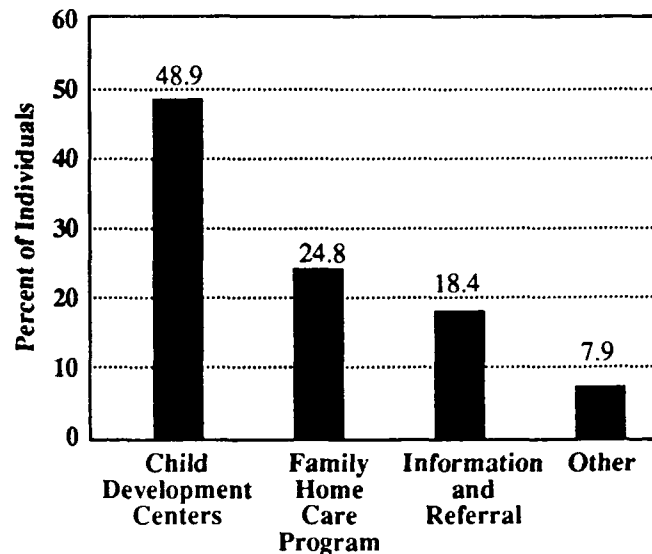
extended from a 4-day maximum to at least 1 week. Forty-five percent of participants who had previously been stationed overseas felt that the most helpful action in preparation for their overseas tour had been corresponding with their sponsor. Another 30 percent stated that obtaining a Welcome Aboard Package had been the most helpful. While the opinions expressed by survey participants emphasized the importance of a sponsor program, the program itself was not evaluated highly. It received a mean rating of 4.5, a point halfway between "mediocre" and "good" on a 7-point scale.

The survey also asked participants their opinions about how far in advance deployment workshops should be held. Selecting from options ranging from 15 to 90 days, the mean response was 60 days, with only 4 percent selecting the 15 day option.

### Issues Related to Children

More participants thought that the DoN should give priority to Child Development Centers, rather than the suggested alternatives of the Family Home Care Program or expanding information and referral on child care options in the civilian community. The distribution of item responses is detailed in Figure 7. Participants were somewhat more likely to agree that single parents should have priority at Child Development Centers (mean = 4.6) than that dual-career couples should have priority (mean=3.8).

Approximately 85 percent of those completing the survey felt that any one of the following types of evidence should be accepted as sufficient in child abuse cases: physical evidence, personal testimony of the victim in court, video-taped testimony of the victim, testimony of the child's therapist, or confession of the alleged perpetrator. Respondents disagreed with the statement that the incidence of child or spouse abuse cannot be reduced through counseling programs.



Responses of 315 individuals

Figure 7. Suggested child care priorities.

### Evaluations of Existing Programs

In an overall evaluation of whether existing Family Support Programs had an effect on mission readiness, respondents disagreed that such programs had "very little effect on mission readiness" (a mean of 1.8 on a 7-point scale).

A list of 14 programs was presented to survey participants for rating on a 7-point scale, anchored at 1 by "terrible" and at 7 by "excellent." Figure 8 shows that no programs were rated excellent or very good, nor were any rated terrible or poor. Highest ratings of 5.4 were assigned to FSC counseling programs, FSC information and referral services, and FSCs overall. Lowest ratings of 4.3 were given to the Family Home Care Program and Overseas Transfer Information Service.

When the evaluations made by civilian and military personnel were compared, several differences were found. Military personnel assigned a higher rating to the Sponsor Program than did civilian personnel (4.7 versus 3.5), while civilians rated Family Member Employment Assistance, the Ombudsman Network, and FSCs overall somewhat higher than these were rated by military personnel.

Family Support Program	Mean	Evaluation
	7.0	Excellent
	6.9	
	6.8	
	6.7	
	6.6	Very good
	6.5	
	6.4	
	6.3	
	6.2	
	6.1	
	6.0	
	5.9	
	5.8	
	5.7	
	5.6	
	5.5	
Family Service Center (FSC) Counseling		
FSC Information and Referral Services		
FSC-overall	5.4	
	5.3	
The Ombudsman Network	5.2	
	5.1	
Family Member Employment Assistance		
Deployment Support Programs	5.0	Good
	4.9	
Base-level Family Advocacy Programs	4.8	
	4.7	
Child Development Centers	4.7	
Financial Management Education	4.6	
	4.5	
Housing Referral Services		
Relocation Assistance		
Sponsor Program	4.4	
	4.3	
Family Home Care Programs		
Overseas Transfer Information Service		
	4.2	
	4.1	
	4.0	Mediocre
	3.9	
	3.8	
	3.7	
	3.6	
	3.5	
	3.4	
	3.3	
	3.2	
	3.1	
	3.0	
	2.9	
	2.8	
	2.7	
	2.6	
	2.5	
	2.4	
	2.3	
	2.2	
	2.1	
	2.0	
	1.9	
	1.8	
	1.7	
	1.6	
	1.5	
	1.4	
	1.3	
	1.2	
	1.1	
	1.0	Terrible

**Figure 8. Evaluation of family support programs by 285 individuals.**

A statistical analysis was conducted to examine whether respondents' overall evaluation of FSCs could be explained by their evaluation of particular FSC programs. It was found that the rating of FSC counseling services was the best predictor of how an individual would rate FSCs overall. Similarly, an individual's opinion of the Navy's family support programs overall could best be predicted by his or her ratings of FSCs overall, housing referral services, and relocation assistance.

Appendix D provides additional survey results on existing family support programs. In particular, it was found that survey participants believed that Family Member Employment Assistance Programs have a significant impact on retention (*mean* = 5.2). Survey respondents also believed that family support programs make a positive contribution to a family's quality of life (*mean* = 5.5).

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## DISCUSSION

In asking conference attendees to give their views of the Navy in the year 2000, survey items were designed that would stimulate the respondents' imaginations, encouraging them to consider the impact of social and demographic changes on Navy life in the future. In general, respondents endorsed the use of new technologies for providing services. While they were concerned about terrorist threats and security measures for military personnel and families overseas, other issues were perceived as more relevant. They believed that more military families will have some responsibility for caring for elderly parents in the future, that more spouses will be employed outside the home, and that there would be a demand for more single-parent services and expanded medical coverage.

In reviewing these survey results, it is important to remember that they reflect the opinion of conference respondents only and are not representative of the entire Navy. Because this sample was to some extent self-selected, it is likely that many of the participants were biased in favor of certain programs. Nevertheless, it should be encouraging to program managers that a majority believed that there is an association between family support and organizational outcomes such as readiness, retention, and quality of life.

Respondents expressed their belief that economic factors, such as pay and health care benefits, will be among the most important determinants of reenlistment and separation decisions in the year 2000. This finding was consistent with the considerable body of previous military research as summarized by Wilcove, Burch, Conroy, and Bruce (in process). Family separation was also projected by survey respondents to be a primary factor in these two decisions. In previous research, family separation has been viewed by some researchers as a critical factor in retention and attrition (Wilcove et al.), and

by some as being secondary to other factors (Bruce & Burch, 1989).

Respondents believed that increasing numbers of military families were experiencing problems in managing their finances and that such problems were affecting mission readiness. Unfortunately, results also indicated that the Financial Management Education Program needed improvement. Respondents also believed that a sponsor program was the best way to acclimatize members and families to a new duty station, and believed that there should be a mandatory stateside sponsor program similar to that mandated for overseas. However, the Sponsor Program at that time was rated only as average.

Although many individual programs were evaluated favorably, that finding was not reflected in the evaluation of the Navy's family support programs overall. The mean score on this global measure fell halfway between "programs do not meet needs" and "programs meet needs well." It may be that there were areas of need that were not being addressed by existing programs and that some programs were being inadequately implemented.

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## REFERENCES

Wilcove, G. L., Burch, R. L., Conroy, A. M., & Bruce, R. A. (in process). *Officer career development: A civilian and military literature review on turnover and retention*. San Diego: Navy Personnel Research and Development Center.

Bruce, R. A., & Burch, R. L. (1989). *Officer career development: Modeling married aviator retention* (NPRDC-TR-89-11). San Diego: Navy Personnel Research and Development Center.

**APPENDIX A**

**MOVING TOWARD THE FUTURE: A SURVEY OF FAMILY  
SUPPORT SERVICES IN THE YEAR 2000<sup>1</sup>**

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<sup>1</sup>Paper-and-pencil version of survey.

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This information is requested under the authority of regulation 5 USC 301 and will be used only for the purpose of research to assist in the development of goals and recommendations to guide future Department of the Navy family support programs and policies. In no circumstances will results be identified with individuals; your social security number is requested only to match your survey responses with registration data. Failure to complete this questionnaire will not adversely affect you in any way; however, your participation is important to the success of this study.

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## ***MOVING TOWARD THE FUTURE***

### **A SURVEY OF FAMILY SUPPORT SERVICES IN THE YEAR 2000**

Sponsored by: NMPC-66 Family Support Program

Conducted by: Navy Personnel Research & Development Center

#### ***IMPORTANT INSTRUCTIONS***

IF YOU HAVE PARTICIPATED IN THE COMPUTERIZED SURVEY AT THE CONFERENCE, PLEASE ENTER YOUR SOCIAL SECURITY NUMBER AT THE TOP OF PAGE 1, THEN BEGIN THIS PAPER-AND-PENCIL SURVEY AT SECTION D ON PAGE 9. IF YOU DID NOT COMPLETE THE COMPUTER SURVEY, PLEASE BEGIN ON THE FIRST PAGE AND FOLLOW THE INSTRUCTIONS. WHEN YOU FINISH, RETURN THE QUESTIONNAIRE TO A MEMBER OF THE NPRDC SURVEY TEAM, OR DEPOSIT IT IN THE BOX PROVIDED FOR THAT PURPOSE AT THE OMNI HOTEL. THANK YOU.



**PLEASE ENTER YOUR SOCIAL SECURITY NUMBER IN THE SPACE PROVIDED BELOW. It will be used to extract demographic information from the conference registration data bank.**

SSN:    -    -

A. This first section of the survey contains statements about conditions that result from broad societal changes. Futurists predict that the general population will be older and will retire later. A larger percentage of the labor force will be women and minorities. Workers will need better technical skills, and people will expect to receive better, more timely information about things that concern them. The birth rate will decline, people will marry later in life, and there will be more single-parent households.

You may question the accuracy of these predictions or, even if you think the assumptions are correct, you may not believe that they apply to military life. The survey asks for your *OPINIONS* about the future and how changes will affect the Navy and Marine Corps in the year 2000. Please use the scale below to indicate how strongly you agree or disagree with each statement. Enter the number that best expresses your opinion in the blank in the right margin. *Remember that the statements refer to the year 2000 and beyond.*

<input type="text"/> [1] <input type="text"/>	<input type="text"/> [2] <input type="text"/>	<input type="text"/> [3] <input type="text"/>	<input type="text"/> [4] <input type="text"/>	<input type="text"/> [5] <input type="text"/>	<input type="text"/> [6] <input type="text"/>	<input type="text"/> [7] <input type="text"/>
Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree

- |    |  |       |
|----|--|-------|
| 1. | Increasingly the victims of terrorism will be U.S. military personnel, their dependents, and facilities.   | _____ |
| 2. | The Navy and Marine Corps will need to take a more active role in eliminating environmental pollution to protect the health of their members and families. | _____ |
| 3. | DOD budget constraints will probably mean that the Navy and Marine Corps will schedule fewer moves for members in the future.                              | _____ |
| 4. | The demand for government housing will be greater in the year 2000.  | _____ |
| 5. | Many more military families will be responsible for the care of aging parents in the future.   | _____ |
| 6. | The trend toward two-worker families will be reversed, with more military spouses staying at home by the year 2000.  | _____ |
| 7. | More women in the Navy and Marine Corps will mean proportionally less sexual harassment.   | _____ |

[1]	[2]	[3]	[4]	[5]	[6]	[7]
Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree

8. Personal space and autonomy will be a matter of greater concern, making civilian housing more desirable than military housing. \_\_\_\_\_
9. There will be no problems connected with the assimilation of increasing numbers of minority members into the Navy and Marine Corps. \_\_\_\_\_
10. Concerns about educating their children will assume greater priority for Navy and Marine Corps families. \_\_\_\_\_
11. To create a lower profile outside CONUS, military personnel and their families will dress and act more similar to the host country nationals, requiring additional educational resources to prepare them for overseas assignments \_\_\_\_\_
12. Costs for housing in the community will level off and be more affordable for military families. \_\_\_\_\_
13. Unmanaged stress will be the most serious health issue for members in the year 2000. \_\_\_\_\_
14. To retain technical personnel in high demand, support services must be expanded to assure that military families experience a quality of life comparable to civilians. \_\_\_\_\_
15. As U.S. society as a whole becomes more mobile, frequent moves in the military will no longer be perceived as a burden. \_\_\_\_\_
16. Assuming that the trend toward later marriages continues, most Navy and Marine Corps spouses will have already acquired skills required for employment. \_\_\_\_\_
17. Foreign policy should be modified to stress more cooperation between nations in the area of crisis preparation and response. \_\_\_\_\_
18. Spouse abuse will decline because perpetrators will be held more accountable in the future. \_\_\_\_\_
19. Joint-services programs will provide more effective and economical support for military families than do individual-service programs currently being implemented. \_\_\_\_\_
20. Increased employment assistance to separating personnel will be required to reduce the amount of unemployment compensation paid out by the Navy and Marine Corps in the future. \_\_\_\_\_
21. More family counseling resources will need to be dedicated to relationships between parents and adolescents in the year 2000. \_\_\_\_\_

[1]	[2]	[3]	[4]	[5]	[6]	[7]
Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree

22. A program of education and support services should be provided to all new parents in the Navy and Marine Corps. \_\_\_\_\_
23. Children of military families will be healthier and better adjusted than they are today, and fully capable of entering into a technical society in the year 2000. \_\_\_\_\_
24. Children of civilian families will be healthier and better adjusted than they are today, and fully capable of entering into a technical society in the year 2000. \_\_\_\_\_
25. Child abuse will decline significantly over the next 15 years as a result of better education and preventative approaches. \_\_\_\_\_
26. In the future, "homesteading" (restricting a member's job assignments to the same geographic area) will be common in the military. \_\_\_\_\_
27. Policy changes will be necessitated by the growing number of Navy and Marine Corps members who fail to meet the criteria for world-wide assignability. \_\_\_\_\_
28. In the future, medical services in the Navy and Marine Corps will need to concentrate less on wellness programs and more on controlling epidemics of serious diseases. \_\_\_\_\_
29. The declining birth rate predicted by futurists means that the need for child care should be declining by 2000. \_\_\_\_\_
30. In the future, it will be more important to provide families with information about the job of the military member. \_\_\_\_\_
31. Commuting time and expense will be a major concern of Navy and Marine Corps members in the year 2000. \_\_\_\_\_
32. Because of world events deployment will be perceived as less dangerous in the year 2000 than today. \_\_\_\_\_
33. Assuming that the trend toward a better educated military population continues, there will be less need for financial/ consumer counseling. \_\_\_\_\_
34. Fewer members will be accompanied on overseas tours because of concerns about terrorism. \_\_\_\_\_
35. There will be more demand for support services for single parents by the year 2000. \_\_\_\_\_
36. In the year 2000, the military community will find it necessary to be more concerned about AIDS. \_\_\_\_\_

[1]	[2]	[3]	[4]	[5]	[6]	[7]
Strongly Disagree	Disagree	Somewhat Disagree	Neutral	Somewhat Agree	Agree	Strongly Agree

37. It is important to broaden Information and Referral services for Navy and Marine Corps families through the implementation of new technologies. \_\_\_\_\_
38. Clients of the spouse employment program will be seeking professional opportunities rather than entry level jobs. \_\_\_\_\_
39. The vigilance necessary for effective anti-terrorist behavior will increase personal and family stresses, thereby requiring an increase in support resources. \_\_\_\_\_
40. Additional stresses on the military family will contribute to an increase in domestic violence. \_\_\_\_\_
41. A serious effort should be made to enhance a sense of community among Navy and Marine Corps families. \_\_\_\_\_
42. The use of new drugs or new forms of drugs will intensify the problem of drug abuse. \_\_\_\_\_
43. By the year 2000, military service will be compulsory. \_\_\_\_\_
44. Families will be separated for longer periods of time. \_\_\_\_\_
45. Alcohol consumption in the Navy and Marine Corps will be much less in the year 2000. \_\_\_\_\_
46. As a result of advances in medical technology, there will be demands by military families for new expanded medical coverage. \_\_\_\_\_
47. Outside CONUS, military personnel and their families will be forced to live in 'compound' areas to minimize risks. \_\_\_\_\_
48. Programs designed to help family members manage stress will be essential. \_\_\_\_\_
49. Military family housing should be modified to accommodate accessibility for elderly dependents. \_\_\_\_\_
50. On-base entertainment options will need to be expanded to provide a safer environment for leisure activities. \_\_\_\_\_
51. Because stress experienced by family members will be greater, marital and family counseling services will be sought more often. \_\_\_\_\_

B. The allocation of support resources IN THE YEAR 2000 is the subject of this section of the survey. In the list below, programs are grouped according to the issues they are intended to address. If you were responsible for allocating resources among programs, what percent of a total budget for support services would you assign to each group? The percentage assigned to a program may be any amount from 0 to 100, but the total for all should be 100%

51. Indicate how you would distribute resource dollars by assigning a percentage to each of the four program groups below, and enter it in the blank at the right.

- a. Programs addressing concerns of deployment and mobile lifestyle \_\_\_\_\_%
- b. Programs dealing directly with family members (e.g., child care, employment assistance, & recreation programs) \_\_\_\_\_%
- c. Counseling type programs (including marital, child, family, drug/alcohol, and marriage enrichment) \_\_\_\_\_%
- d. Information dissemination and education programs of all types \_\_\_\_\_%

TOTAL 100%

C. As the Navy and Marine Corps adapt to changes in the world environment, new responses will be required. In this section, you are asked to speculate about the usefulness of strategies or new technologies which might be implemented to meet the challenges OF THE YEAR 2000. Please select the response option that best reflects your opinion, and enter its corresponding number in the blank in the right margin.

As a way to improve morale and contribute to a sense of community among family members of a command, it has been suggested that messages video taped by deployed commands could be forwarded through the ombudsman network to be played for groups of family members at home. Would you support this idea?

- [1] Yes, enthusiastically
- [2] Yes, with some reservations
- [3] Reluctantly
- [4] No, not at all
- [5] No opinion

54. If all housing referral offices were tied together via a computer network, would this be helpful to Navy and Marine Corps families who must adapt to a mobile lifestyle? \_\_\_\_\_
- [1] Yes, extremely helpful
  - [2] Probably helpful
  - [3] Maybe
  - [4] Probably not helpful
  - [5] No, not helpful
55. The technology is available to direct computerized telephone messages to the homes of all command members. As a method for disseminating both routine and crisis information, would this be \_\_\_\_\_
- [1] Much more effective than present methods
  - [2] Somewhat more effective than present methods
  - [3] Neither better or worse than present methods
  - [4] Somewhat less effective than present methods
  - [5] Much less effective than present methods
56. Do you think a Federal banking system, with automatic paycheck deposit and ATM access from all bases and ships, would make deployment and/or relocation easier for military members and families? \_\_\_\_\_
- [1] No
  - [2] Not much
  - [3] Possibly
  - [4] Somewhat
  - [5] Yes
  - [6] No opinion
57. It is believed that technological advances and increasingly sophisticated equipment add to job-related stress. Assuming that this is true, do you believe there should be more emphasis on workshops to teach military members to manage stress? \_\_\_\_\_
- [1] Yes
  - [2] No
  - [3] Not sure
58. Some research has suggested that sex education programs may substantially reduce unwanted pregnancies among military personnel. Given an approved curriculum for such a program, how could this training best be provided? \_\_\_\_\_
- [1] As part of General Military Training
  - [2] By a staff person from the Family Service Center
  - [3] By someone at a medical treatment facility
  - [4] By a civilian consultant
  - [5] Via computerized programmed learning modules
  - [6] There is no need for sex-education programs in the Navy and Marine Corps

59. In the future, should each command have a dedicated billet responsible for crisis-response training and disaster preparedness? \_\_\_\_\_
- [1] Yes  
[2] No  
[3] No opinion
60. Do you feel that programs for teen-aged children of Navy and Marine Corps families should or should not receive more emphasis and funding in the future? \_\_\_\_\_
- [1] Definitely not  
[2] Probably should not  
[3] Not sure  
[4] Probably should  
[5] Definitely yes
61. To ease the stress of relocation for teen-aged family members in the future, do you think a mentor or sponsor network would be a practical way to integrate them into a new school and community? \_\_\_\_\_
- [1] Yes  
[2] No  
[3] Not sure

Using the scale below, rate the importance you believe each of the following issues will have on decisions to re-enlist in the year 2000:

[1]	[2]	[3]	[4]	[5]
Of No Importance	Of Some Importance	Important	Very Important	Extremely Important

- |     |                                     |       |
|-----|-------------------------------------|-------|
| 62. | Housing quality and/or availability | _____ |
| 63. | Spouse employment                   | _____ |
| 64. | Child care                          | _____ |
| 65. | Family separations                  | _____ |
| 66. | Retirement benefits                 | _____ |
| 67. | Health care benefits                | _____ |
| 68. | Training/educational opportunities  | _____ |
| 69. | Pay                                 | _____ |

Using the scale below, rate the importance you believe each of the following issues will have on decisions to voluntarily separate in the year 2000:

[1]	[2]	[3]	[4]	[5]
Of No Importance	Of Some Importance	Important	Very Important	Extremely Important

- |     |                                     |       |
|-----|-------------------------------------|-------|
| 70. | Housing quality and/or availability | _____ |
| 71. | Spouse employment                   | _____ |
| 72. | Child care                          | _____ |
| 73. | Family separations                  | _____ |
| 74. | Retirement benefits                 | _____ |
| 75. | Health care benefits                | _____ |
| 76. | Training/educational opportunities  | _____ |
| 77. | Pay                                 | _____ |

78. By the year 2000, which one of the following issues do you believe will have the greatest impact on the RECRUITMENT of qualified Navy and Marine Corps personnel? \_\_\_\_\_

- [1] Training/educational opportunities
- [2] Retirement benefits
- [3] Health care benefits
- [4] Challenging work
- [5] Political or economic climate
- [6] Minority outreach
- [7] Opening more jobs to women

79. By the year 2000, which one of the following issues do you believe will have the greatest impact on READINESS of the Navy and Marine Corps? \_\_\_\_\_

- [1] Drug and alcohol abuse
- [2] Care of dependent children
- [3] Marital problems
- [4] Inadequate training for billet requirements
- [5] Declining retention rates
- [6] Declining recruit pool
- [7] Motivational levels
- [8] Deployment schedules

80. May we count on your participation for follow-up surveys in future? \_\_\_\_\_

- [1] Yes
- [2] No
- [3] Uncertain



**BEGIN THE SURVEY HERE IF YOU HAVE  
TAKEN THE COMPUTERIZED VERSION**

D. Items in this section are related to specific support services as they are provided NOW. Again, select the response option that best reflects your opinion and enter its corresponding number in the blank in the right margin.

81. How much do you think the utilization of Family Service Centers is affected by the mistaken belief that they are intended to serve only families in trouble? \_\_\_\_\_

[1] A great deal  
[2] Somewhat  
[3] Very little  
[4] Not at all  
[5] No opinion

82. How far in advance of deployment should deployment workshops be held? \_\_\_\_\_

[1] 15 days  
[2] 30 days  
[3] 60 days  
[4] 90 days

83. Where do you think the Department of the Navy should concentrate its child care priorities in the next few years? \_\_\_\_\_

[1] Child Development Centers  
[2] Family Home Care Program  
[3] Expand information and referral on child care options  
in the civilian community  
[4] Other. \_\_\_\_\_

84. In the past year, has your command experienced an increase or a decrease in the proportion of members with bad debts and/or bankruptcies? \_\_\_\_\_

[1] Increase  
[2] Decrease  
[3] No change  
[4] Not applicable

85. Approximately, how much command time is devoted *each week* to your members' financial problems? \_\_\_\_\_

- [1] 2 hours or less
- [2] From 3 to 5 hours
- [3] From 6 to 10 hours
- [4] From 11 to 15 hours
- [5] From 16 to 20 hours
- [6] More than 20 hours
- [7] Don't know
- [8] Not applicable

86. How much effect do you feel that members' financial difficulties have on mission readiness? \_\_\_\_\_

- [1] No effect
- [2] Little effect
- [3] Uncertain
- [4] Some effect
- [5] Significant effect
- [6] Don't know

87. Does your command have a command financial counselor? \_\_\_\_\_

- [1] Yes
- [2] No
- [3] Not sure
- [4] Not applicable

88. Are members of your command counseled on their financial responsibility for the support of dependents? \_\_\_\_\_

- [1] Yes
- [2] No
- [3] Not sure
- [4] Not applicable

89. Upon arrival at your command, are new members counseled on businesses in the community which are known to have questionable practices (such as high loan rates, unethical contracts, faulty merchandise, etc.)? \_\_\_\_\_

- [1] Yes
- [2] No
- [3] Not sure
- [4] Not applicable

90. If your command includes financial education as part of General Military Training (GMT), who conducts those classes? \_\_\_\_\_

- [1] Training officer
- [2] Family Service Center
- [3] Credit Union
- [4] Navy Relief staff
- [5] Command financial specialist
- [6] Financial education is not part of GMT in my command
- [7] Not applicable

91. Would you support a requirement to regularly schedule, at each command, a family support crisis exercise with appropriate military and civilian agencies participating? \_\_\_\_\_

- [1] Definitely yes
- [2] Perhaps
- [3] Definitely no

92. Which one of the following should provide resources for family programs? \_\_\_\_\_

- [1] Local base CO
- [2] Claimant/FMF
- [3] TYCOM
- [4] HQ
- [5] Other \_\_\_\_\_

93. What is the best way to inform military personnel and their families of the support services available to them? \_\_\_\_\_

- [1] Ombudsman network
- [2] Military publications
- [3] Chain of command
- [4] Other: \_\_\_\_\_

94. Which one of the following things has been most helpful to you in preparing for an overseas tour? \_\_\_\_\_

- [1] Obtaining a Welcome Aboard package
- [2] Corresponding with sponsor
- [3] Reading about the country before going
- [4] Calling Overseas Transfer Information Service (OTIS)
- [5] Attending area orientation
- [6] Family attending area orientation
- [7] None of the above were helpful
- [8] I have not done any of these things

95. Using the scale below, indicate how well you believe current Navy family support programs are able to meet the needs of Navy families:

Do not meet ☐ [1] ☐ [2] ☐ [3] ☐ [4] ☐ [5] ☐ [6] ☐ [7] ☐ Meet  
needs needs well

\_\_\_\_\_

96. What kind of "evidence" would you accept as necessary and sufficient to determine child sexual abuse?

\_\_\_\_\_

- [1] Physical
- [2] Personal testimony of victim in court
- [3] Video-taped testimony of victim
- [4] Testimony of child's therapist
- [5] Confession of alleged perpetrator
- [6] Any of the above

E. In this section, please use the scale below to indicate how strongly you agree or disagree with each of the following statements as it applies to the **PRESENT TIME**. Enter the numbers that best express your opinion in the blanks in the right margin.

[1]	[2]	[3]	[4]	[5]	[6]	[7]
Strongly	Disagree	Somewhat	Neutral	Somewhat	Agree	Strongly
Disagree		Disagree		Agree		Agree

97. A good sponsor program is the best way to acclimatize reporting personnel, and the family, to a new duty station. \_\_\_\_\_
98. CONUS Temporary Lodging Expense (TLE) should be extended from a four-day maximum to at least one week. \_\_\_\_\_
99. There should be a mandatory stateside sponsor program which follows the guidelines of the overseas sponsor program. \_\_\_\_\_
100. The 60 day maximum for overseas arrival Temporary Lodging Allowance (TLA) should not be cut in order to fund an expansion of CONUS TLE. \_\_\_\_\_
101. Active-duty single parents should have first priority at Child Development Centers. \_\_\_\_\_
102. The Child Development Centers should provide 24-hour child care. \_\_\_\_\_
103. Dual-career couples should have first priority at the Child Development Centers. \_\_\_\_\_
104. Family support programs have very little effect on mission readiness. \_\_\_\_\_
105. Each command should have a dedicated military or civilian billet to provide crisis-response training, liaison, and coordination in times of emergency. \_\_\_\_\_
106. Family member employment assistance programs have a significant impact on retention. \_\_\_\_\_
107. Family support programs make a positive contribution to quality of life for my family. \_\_\_\_\_
108. In my experience, overseas duty tours are generally enjoyable. \_\_\_\_\_
109. The incidence of child or spouse abuse cannot be reduced through counseling programs. \_\_\_\_\_
110. Spouse preference in hiring for civil service positions is working well in my community. \_\_\_\_\_
111. Service members testing positive for the AIDS virus should not be allowed to stay in the service. \_\_\_\_\_

F. Using the scale below, please rate the quality of each of the programs listed below, as they are now. Base your response on your own experience or the experiences of those in your command. Enter the appropriate number in the blanks.

<u>  </u> [1] <u>  </u>	<u>  </u> [2] <u>  </u>	<u>  </u> [3] <u>  </u>	<u>  </u> [4] <u>  </u>	<u>  </u> [5] <u>  </u>	<u>  </u> [6] <u>  </u>	<u>  </u> [7] <u>  </u>
Terrible	Very Poor	Poor	Mediocre	Good	Very Good	Excellent

- |      |   |       |
|------|---|-------|
| 112. | Child Development Centers                                       | _____ |
| 113. | Family Home Care Programs                                       | _____ |
| 114. | Overseas Transfer Information Service                           | _____ |
| 115. | Housing Referral Services                                       | _____ |
| 116. | Sponsor Program   | _____ |
| 117. | Family Service Center Counseling<br>(personal, family, marital) | _____ |
| 118. | Family Member Employment Assistance                             | _____ |
| 119. | The Ombudsmen Network   | _____ |
| 120. | Deployment Support Programs                                     | _____ |
| 121. | Relocation Assistance   | _____ |
| 122. | Financial Management Education                                  | _____ |
| 123. | Family Service Center Information<br>and Referral Services      | _____ |
| 124. | Base-level Family Advocacy Programs                             | _____ |
| 125. | Family Service Centers - overall                                | _____ |

**THANK YOU FOR YOUR TIME, ATTENTION AND  
COOPERATION WHICH MADE THIS SURVEY POSSIBLE.**

If you were unable to complete your survey during the conference, you may mail it to:  
 Commanding Officer  
 Navy Personnel Research and Development Center  
 (Code 123 EWK)  
 San Diego, CA 92152-6800

**APPENDIX B**  
**TECHNICAL NOTES**

## Technical Notes

### Construction of Scales Measuring Issues That May Face Military Families in the Year 2000

The items within each of the 14 areas logically seemed to measure a single issue, such as threat of terrorism or spouse employment. However, in some areas the logic was more explicit than in others. In addition, statistics showed that some sets of items were better than others in measuring a particular issue (the statistic used was (Cronbach alpha). In short, item quality was determined through both logic and statistics and is taken into consideration when making interpretations and drawing conclusions in the report.

The best sets of items, from a logical and statistical standpoint, were those used to measure Threat from Terrorism, Needs of the Child, Increased Family Stress, Quality of Life, and Support for the Family. The next best sets of items were those used to measure Family Violence, Relocation Frequency, and Policy Changes. The areas devoted to Need for Military Housing, Concerns over Aging Parents, Equal Opportunity Issues, Substance Abuse Issues, and Spouse Employment have the least amount of reliability.

Items were reverse scored, as appropriate, for the scales. In the report, the scales were ranked accorded to their means and the five most important areas presented, starting with Quality-of-Life issues. A difference of only .1 in means was necessary for significance at the .05 level. All of the means in the list of five areas presented differed by at least that much.

### Grouping of Items Measuring Issues the Family May Face in the Year 2000

Threat from terrorism (Item numbers 1, 32, 34, 39, 47, 50).  
Family violence (18, 25, 40).  
Needs of the child (10, 21-23, 29).  
Relocation (3, 15-26).  
Need for government housing (4, 8, 12, 31).  
Increased family stress (39, 47, 44, 48-51).  
Quality of life (10, 14, 21, 41, 46).  
Support for family (14, 30, 33, 35, 37, 41, 48, 51).  
Health (3, 13, 28, 36).  
Policy Changes (19, 20, 27, 43).  
Aging parent care (5, 49).  
Equal opportunity (7, 9).  
Substance abuse (42, 45).  
Spouse employment (6, 16, 38).  
Miscellaneous (11, 17).



## Distribution of Resource Dollars in the Year 2000

In the report, results are presented for the item asking respondents to assign a percentage of resource dollars in the year 2000 to four program groups, such as counseling programs. The average percentage for each program type is presented. This statistic represents the median.

## **APPENDIX C**

### **SAMPLE**

### Sample

Thirty-one of the 80 commanding officers at the conference completed the computerized version (38.8%), 13 of the 23 executive officers (56.5%), and 42 of the 49 Command Master Chiefs (85.7).

For the computerized version of the survey (441 individuals), the ratio of civilian to military individuals among survey participants (37% vs. 63%) was larger than the ratio for conference registrants (24% vs. 76%). In addition, the ratio of enlisted to officer personnel among survey participants was larger (33% vs. 67% for 286 individuals) than the ratio for conference registrants (26% vs. 74% for 346 individuals). Neither of these differences is large enough to affect the validity of the survey.

**APPENDIX D**  
**RESULTS FOR FAMILY SUPPORT PROGRAM ISSUES**  
**ITEMS 97 TO 111**

Table D-1

**Results for Family Support Program Issues  
Items 97 to 111**

Item	Mean
97. A good sponsor program is the best way to acclimatize reporting personnel, and the family, to a new duty station.	6.0
98. CONUS Temporary Lodging Expense (TLE) should be extended from a four-day maximum to at least one week.	6.2
99. There should be a mandatory stateside sponsor program which follows the guidelines of the overseas sponsor program.	5.9
100. The 60-day maximum for overseas arrival Temporary Lodging Allowance (TLA) should not be cut in order to fund an expansion of CONUS TLE.	5.5
101. Active-duty single parents should have first priority at Child Development Centers.	4.6
102. The Child Development Centers should provide 24-hour child care.	5.0
103. Dual-career couples should have first priority at the Child Development Centers.	3.8
104. Family support programs have very little effect on mission readiness.	1.8
105. Each command should have a dedicated military or civilian billet to provide crisis-response training, liaison, and coordination in times of emergency.	5.0
106. Family member employment assistance programs have a significant impact on retention.	5.2
107. Family support programs make a positive contribution to quality of life for my family.	5.5
108. In my experience, overseas duty tours are generally enjoyable.	5.3

109. The incidence of child or spouse abuse cannot be reduced  
counseling programs. 2.3

110. Spouse preference in hiring for civil service positions  
is working well in my community. 4.2

111. Service members testing positive for the AIDS virus should  
not be allowed to stay in the service.

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Note.- From 316 to 329 individuals completed the items. The response  
scale for the items was as follows: 1=strongly disagree, 2=disagree,  
3=somewhat disagree, 4=neutral, 5=somewhat agree, 6=agree, 7=strongly  
agree.

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